

LEGAL SUPPORT SUPERVISOR II

DEPARTMENTAL PROMOTIONAL SPOT – SACRAMENTO



State of California
**DEPARTMENT
OF JUSTICE**
P.O. Box 944255
Sacramento, CA 94244-2550

CALIFORNIA STATE GOVERNMENT • AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

FINAL FILING DATE **Tuesday, June 10, 2014** - Examination Applications (Form STD. 678) must be **POSTMARKED (U.S. MAIL)** no later than the final filing date. Applications must have an original signature. Applications postmarked, personally delivered, faxed or received via interoffice mail after the final filing date will not be accepted for any reason.

WHO CAN APPLY Persons who meet the minimum qualifications by the final filing date as stated on this bulletin. Applicants must have a permanent civil service appointment with the Department of Justice as of the final filing date. Employees who have a limited-term appointment in the department for which the examination is being given (provided they have had a permanent appointment and no subsequent break in service) are allowed to participate in departmental promotional examinations in the department. Other employees who meet the following criteria may also apply: 1) a current or former legislative employee meeting the criteria defined in Government Code (GC) Section 18990; **OR** 2) an exempt employee meeting the criteria defined in GC Section 18992 **OR** 3) Persons who are retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in GC section 18991.
NOTE: Applicants who qualify under #3 must submit a copy of Form DD214 along with their Standard State Application (STD. 678)

HOW TO APPLY Examination Application Forms (Form Std 678) may be downloaded from the California Department of Human Resources website at www.jobs.ca.gov. Applications must be mailed to or filed in person with:

Mailing Address:
Department of Justice
Testing and Selection Unit
Attn: Leslee Pagenkopf
P.O. Box 944255
Sacramento, CA 94244-2550

File in Person:
Department of Justice
Testing and Selection Unit
1300 "I" Street, 7th Floor Personnel Receptionist
Attn: Leslee Pagenkopf
Sacramento, CA 95814

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES, ONLINE, VIA INTER-AGENCY MAIL OR FAX.

SPECIAL TESTING ARRANGEMENTS If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "Examination Application". You will be notified in writing to determine what assistance can be provided.

QUALIFICATIONS APPRAISAL INTERVIEW It is anticipated that Qualifications Appraisal Interviews will be held in **June/July 2014**.

SALARY RANGE **\$3857 - \$4832**

The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect the most recent salary adjustment.

ELIGIBLE LIST INFORMATION A departmental promotional eligible list will be established for the Department of Justice. The list will be abolished **12** months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

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**REQUIREMENTS FOR
ADMITTANCE TO THE
EXAMINATION**

All applicants must meet the education and/or experience requirements for this examination by the final filing date. All applications/resumes must include “to” and “from” employment dates (month/day/year), time base, and applicable civil service classification title(s) with a detailed description of duties.

**MINIMUM
QUALIFICATIONS**

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to other patterns to meet the total experience requirement.

Either I

One year of experience performing the duties of a Legal Support Supervisor I; or two years of experience performing the duties of a Senior Stenographer, Legal, Range B or Senior Typist, Legal, Range B.*

Or II

Four years of experience in legal stenographic and/or clerical work, at least two years of which shall have been in a supervisory capacity. (Experience in California state service applied toward the specialized two-year requirement must be performing the duties of a class at a responsibility level not less than that of Senior Stenographer, Legal, Range B.) (Academic education above the twelfth grade may be substituted for the year of required general experience on the basis of either: (a) a year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.)

DEFINITION OF TERMS

“Performing the duties of...” means the applicant must have the amount of experience in State service in the class specified (or on a training and development (T&D), limited term, or approved out-of-class assignment to the class).

“Duties of a class at a level of responsibility equivalent to...” requires the applicant have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

***NOTE:** Legal Secretary classification will be approved under Pattern I to meet the minimum requirements.

**POSITION
DESCRIPTION**

This is the highest supervisory level in this series. Incumbents, through subordinate supervisors, direct the activities of a legal support staff of approximately 25 to 35 providing legal support services to a large professional staff of attorneys.

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**EXAMINATION
INFORMATION**

The examination will consist of a **Written Essay** and a **Qualification Appraisal Interview**.

Written Essay – 40%

Each competitor will be allowed time prior to the Qualification Appraisal Interview to complete a written essay based on a prompt. The Written Essay will be evaluated based on pre-determined rating and scoring criteria.

Qualification Appraisal Interview (QAP) – 60%

The QAP will consist of pre-determined job-related questions. Each competitor will be allowed time prior to the Qualification Appraisal Interview to review the questions. The Qualification Appraisal Panel will evaluate the competitor's response to each question using a pre-determined rating and scoring criteria.

In order to obtain a position on the eligible list, a minimum rating of 70% must be obtained.

COMPETITORS WHO DO NOT APPEAR FOR THE WRITTEN ESSAY AND INTERVIEW WILL BE DISQUALIFIED.

Knowledge of:

1. The department's Equal Employment Opportunity regulations and objectives in making hiring and employment decisions.
2. Appropriate corrective action(s) and progressive disciplinary techniques to provide effective, appropriate monitoring, coaching, and counseling of the work performance of subordinate employees.
3. Effective team-building principles and techniques to contribute to and promote a positive, cooperative, professional work environment.
4. Basic mediation and negotiation techniques to effectively and appropriately approach complex situations and circumstances that require compromise or concession.
5. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group such that a positive, cooperative, professional work environment results.
6. Effective supervisory principles, practices, and techniques to appropriately and effectively plan, oversee, and direct the work activities of subordinate staff.
7. Effective time management techniques to provide efficient prioritization and completion of work assignments.
8. How to prepare or edit written documents, e.g., internal memos, summaries of facts, and narrative reports, in a clear, concise manner and in a logical format.
9. Public administration principles to assist providing appropriate leadership and management of the work unit.
10. The department and work unit's required format, style, and standards for written materials.
11. The English language to effectively produce a variety of written work products which include knowledge of grammar, spelling, punctuation, sentence and paragraph structure, organization, and appropriate vocabulary.

Skill to:

1. Adapt leadership and management style and actions to a variety of situations.
2. Adapt quickly to a variety of situations and personalities to provide appropriate reaction and response.
3. Apply organizational sensitivity techniques and principles in directing and overseeing the work activities of subordinate staff to ensure that supervisory/management actions taken reflect an interest in enhancing work unit operations and providing appropriate direction and oversight to staff.
4. Build consensus, gain cooperation from others, and garner support for necessary compromises to resolve a variety of issues.
5. Communicate effectively in stressful situations.
6. Convey expectations, priorities, and vision to others by motivating and guiding staff through coaching, mentoring and challenging subordinates toward goal accomplishment.
7. Design methods of monitoring and improving employee performance, productivity and equitable distribution of work.

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**EXAMINATION
INFORMATION
(Continued)**

Skill to (continued):

8. Determine and accomplish goals and tasks through others by delegation, follow up, and control taking into consideration appropriate departmental, work unit, and other applicable policies, procedures, and guidelines.
9. Determine appropriate resolution or alternate solutions for problems and concerns related to work unit operations and ensure that such issues are resolved timely and appropriately.
10. Determine the appropriate method of communication based on sensitivity and/or complexity of circumstances.
11. Determine, document and apply appropriate disciplinary action to subordinate staff.
12. Develop and adjust short-range and long-term plans and schedules to meet changing priorities or work objectives, personnel, resources, and/or work load demands.
13. Effectively and appropriately deal with frustrated, angry, or otherwise emotional individuals in person and/or over the telephone.
14. Effectively communicate, in writing, complex principles, facts, and position(s) in an organized, logical, respectful, and articulate manner to various audiences using tone, vocabulary, format, and grammar appropriate to the circumstances.
15. Efficiently manage work load and assignments to meet overall objectives and specific deadlines.
16. Follow directions given by supervisors and managers to ensure work is completed per their instructions and accomplishes the desired outcome.
17. Handle and resolve conflicts, confrontations, and disagreements in a positive, constructive manner to minimize negative personal impact.
18. Handle interaction with clients and other attorneys with tact and discretion.
19. Identify performance problems and issues with subordinate staff to ensure potential impact is minimized through early detection, evaluation and implementation of measures to improve performance.
20. Implement new policies, procedures, and programs, ensuring appropriate staff training and overall planning to minimize disruption to staff.
21. Mentor employees with regard to performance expectations, task completion, and overall performance issues.
22. Objectively analyze situations accurately and thoroughly to determine and implement sound, effective, appropriate courses of action.
23. Prioritize and complete work assignments to ensure completion of deadlines.

**DISTINGUISHING
CHARACTERISTICS**

A demonstrated interest in assuming increasing responsibility.

**ADDITIONAL
REQUIREMENTS**

Under Section 432.7(e) of the Labor Code, persons seeking employment with the Department of Justice may be asked to disclose arrest or detention information regardless of whether or not the arrest or detention resulted in conviction, referral, or participation in diversion programs prior to appointment. Department of Justice regulations may require, as a minimum, pre-employment investigations consisting of fingerprinting; inquiry to local, State, and national files to disclose criminal records; verification of minimum qualifications (i.e., college transcripts); financial status; previous employment background; and personal interviews to determine applicant's suitability for employment.

**VETERANS
PREFERENCE CREDITS/
CAREER CREDITS**

Veteran's preference credits or Career credits are **not** be granted in promotional examinations.

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GENERAL INFORMATION

The Department of Justice reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Justice, (916) 323-7052, TDD (916) 952-8396 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the Department of Justice Offices (www.oag.ca.gov), California Department of Human Resources offices (www.jobs.ca.gov), and local Offices of the Employment Development Department (www.edd.ca.gov).

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub divisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) service wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

If hearing impaired, call the California Relay Service.

1-800-735-2929 (From TDD Phone)

1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

DEPARTMENT OF JUSTICE
TESTING AND SELECTION UNIT
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